



Implementing WebAgent

November 16, 2011

*2011
V. G. Young
Conference*

Agenda

What is WebAgent?

Implementing WebAgent

- ✓ *Prepare*
- ✓ *Deploy*

WebAgent Demo

What is WebAgent?

- ✓ A Web-enabled application that provides real-time registration and titling functions to agents of the County Tax Assessor-Collectors.
- ✓ A replacement of the current Remote Sticker Printing System (RSPS)

WebAgent Features

Maximizes Equipment Usage

- ✓ *TACs can provide extra “Renewal Only” workstations without the need for additional RTS workstations*
- ✓ *Runs on standard PCs with Internet access*

Improves Customer Service

- ✓ *Improved user interface provides a more streamlined transaction with the customer*
- ✓ *Improved security to protect sensitive customer data*

Modular Design via Web Services

- ✓ *Software built using web services to allow improved reuse and integration with other applications (Phone Apps, Kiosks, etc.)*
- ✓ *Ability to export reports to a PDF or Excel format*

WebAgent Features

Expands Business Opportunities

- ✓ *Counties can contract with agents regardless of agent's location*
- ✓ *Agents can contract with multiple Counties*

Streamlines the Renewal Process

- ✓ *Online transfer of data from the agent to the county*
- ✓ *Automatic software upgrades*

Improves Renewal Accuracy

- ✓ *Real-time checking of current vehicle records helps improve accuracy and eliminate duplicate renewals*

Enhances County Oversight

- ✓ *Counties can configure Agents to meet individual requirements*
- ✓ *Tax Assessor-Collectors can monitor transactions in real-time*
- ✓ *Provides improved audit controls*

WebAgent Capabilities

TAC Supplemental Renewals



TAC Remote Renewals



Subcontractor Renewals



TAC Mailed-in Processing (via Data Entry/Barcode Scanner)



TAC Mailed-in Mass Processing (via Remittance Processing Machine)



WebAgent Projects

WebSub Project

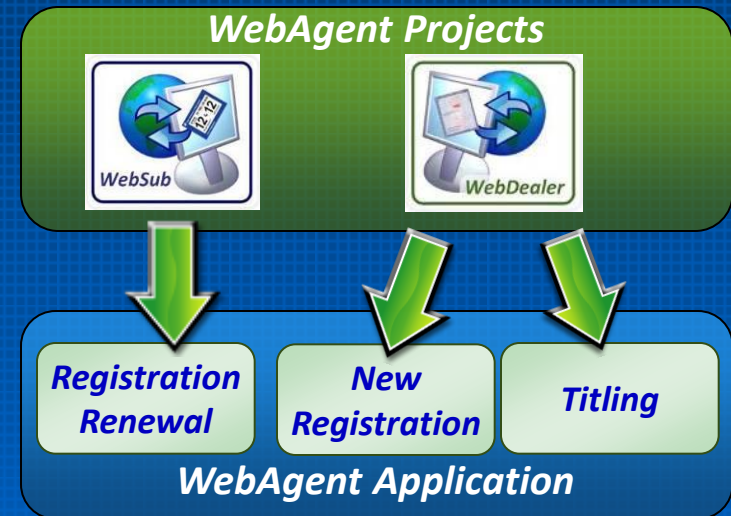
(currently in progress)

- Replace the Subcontractor portion of RSPS
- Includes the **Registration Renewal** process

WebDealer Project

(planned for 2012)

- Replace the Dealer portion of RSPS
- Includes the **New Registration** and **Titling** processes



What is an **Agent**?

A subcontractor or **dealer** that has been approved by a TAC to provide certain registration and/or titling functions on behalf of the TAC.

County Deployment Process

Phase 1. Prepare

Phase 2. Deploy

TxDMV Coaching

TxDMV Support

TAC-lead Deployment

TxDMV assists the TACs with planning, assessment and preparation activities

TxDMV assists the TACs in setting up:

- 3 TAC workstations
- 3 agent locations*

**(currently using RSPS if possible)*

TAC will lead the roll-out of WebAgent across their county including...

- Additional TAC Location Setups after initial 3
- Additional agent location setups (RSPS conversions) after initial 3
- New agent location setups

Phase 1. Prepare



Phase 2. Deploy

- Coordinate Deployment Activities
- Report on Deployment Status
- Provide Feedback to Model Office

Coordinate Deployment

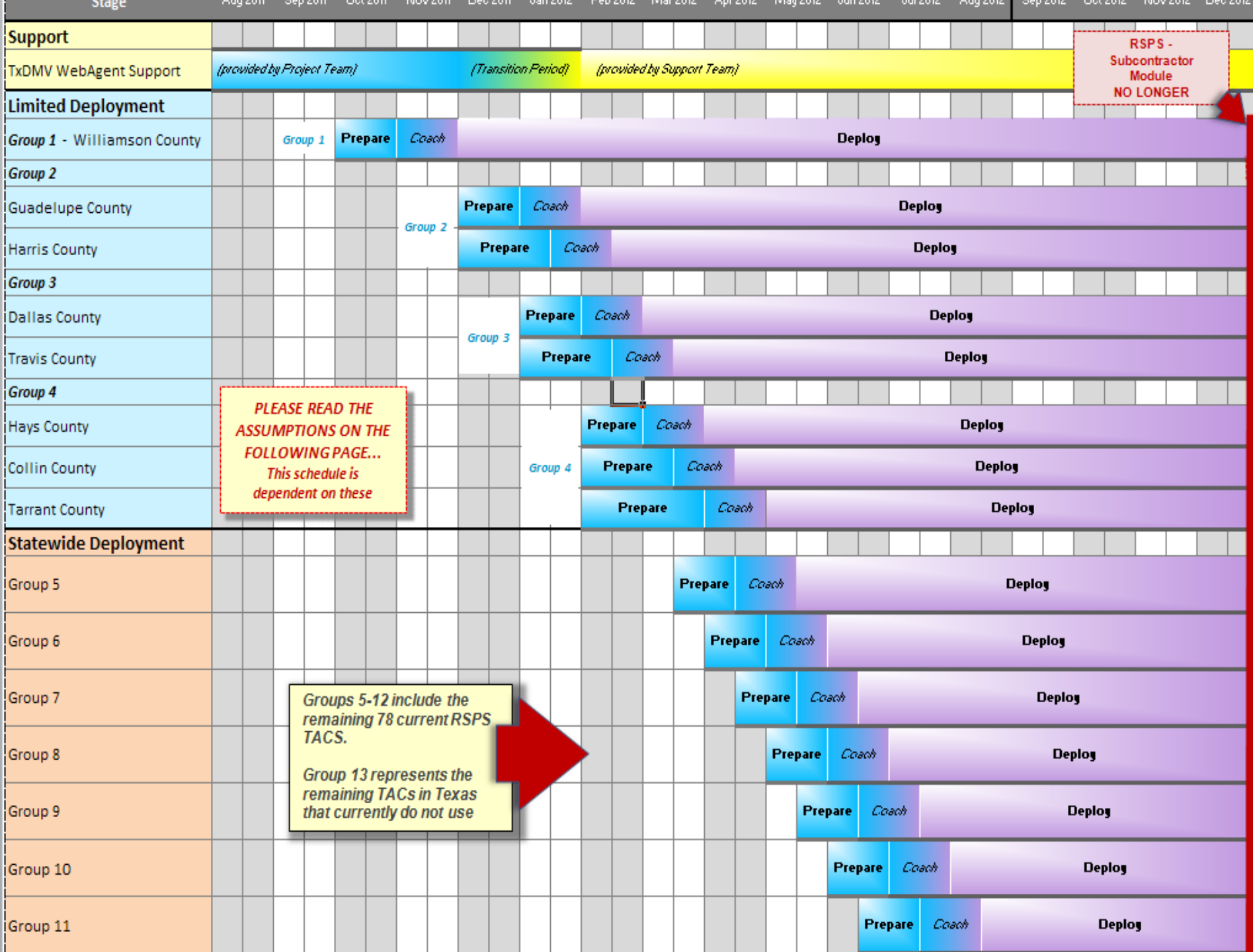
Confirm Location Readiness

- Confirm TAC Office Setup
- Confirm Agent Location Setup
- Execute TAC/Agent Agreements
- Process RSPS Equipment

- Configure TAC Offices
- Configure Agent Locations
- Verify Configurations

Configure Application

Runs tests to verify the software is deployed correctly



Assumptions

Agents will provide their own equipment

- ✓ *PCs with Internet Access*
- ✓ *RTS-approved printers*
- ✓ *Barcode Scanners if required by county*

RSPS Equipment will be returned to TxDMV

- ✓ *After each location is converted to WebAgent, the old RSPS Equipment will be returned*

RSPS-Subcontractor Module will be retired by 12/31/2012

- ✓ *Deadline for TACs to convert agents to WebAgent*

TACs will lead their deployment efforts

- ✓ *TxDMV will help each TAC prepare, “coach” each TAC on setting up WebAgent, and provide ongoing support to assist each TACs*

Web Agent Demo

WebAgent Application

Questions?